

Quarterly Report of Appeals, Complaints and Advice

The BBFC is the regulator of commercial and internet content delivered via the mobile networks of EE, O2, Three and Vodafone.

In the interest of transparency, the BBFC publishes all of its adjudications in relation to cases reported to it of purported underblocking or overblocking, along with requests for advice on whether particular content should go behind parental controls or adult filters.

We keep this list updated as and when new cases are reported to us and publish updates every three months.

In all cases, the BBFC conveys its adjudication to (i) the complainant, appellant or person or body seeking advice; (ii) Mobile UK; and (iii) the relevant mobile network operator(s).

The adjudication that a website contains no material that we would classify 18 does not necessarily mean that we believe it is suitable for younger children.

In the following cases, the adjudications represent an assessment of the content according to the dates listed below. Any subsequent changes to content have therefore not been viewed by the BBFC, although we reserve the right to change our adjudication should altered content be brought to our attention subsequently.

January 2020

6 January 2020

Website

cbdstar.co

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18.

Adjudication

The BBFC viewed the website on 6 January.

We noted that it sold various CBD products including e-liquid, oil and vape kits. It also featured an FAQ section discussing issues such as the legality of CBD products. The website did not claim any benefits to the consumption of CBD products beyond general references to wellbeing, and included information specifically about the legal nature of its products in relation to UK legislation. Accordingly, we found no material on the site that required restriction to adults only.

13 January 2020

Website

mozilla.cloudflare-dns

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18.

Adjudication

The BBFC adjudicated on the website on 13 January.

We noted that it advertised cloud-based hosting services. Based on the content available on the website, we found no material that was in breach of Part B of the Classification Framework. As such, we did not find any material that we would restrict to adults only.

February 2020

3 February 2020

Website

tunnelbear.com

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from a member of the public that it had been placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC viewed the website on 3 February.

We noted that it was a paid-for VPN site. We found no material that breached the Classification Framework. The website contained no overt references to illegal activity, nor did it actively include instructions on how to use a VPN to commit an offence, or promote the use of the service in order to avoid detection when committing an offence. As such, we found no material that the BBFC would classify 18 or refuse to classify.

14 February 2020

Website

britishcannabis.org

Issue

The website owner contacted the BBFC directly to complain that the site was placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC viewed the website on 14 February.

We noted that it detailed the work of British Cannabis, as a producer, manufacturer and distributor of cannabis derived products. It contained sections relating to the laboratory testing and extraction of produce. It also contained a blog section which included updates on news in the area of CBD. The site made no overt references to any benefits arising from the consumption of CBD products, and included information specifically about the legal nature of

its products in relation to UK and EU legislation. Accordingly, we found no material that the BBFC would classify 18 or refuse to classify.

24 February 2020

Website

erowid.org

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from a member of the public that it had been placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC viewed the website on 24 February.

We noted that it was a site providing information about various psychoactive drugs and plants. There was detailed information related to experiences while using such substances, some of which were negative and some positive. While the website noted that it did not advocate illegal activity, it did feature extensive detail on drugs, relating in some cases to proposed doses and preparation along with strong accompanying sex references. As such, the BBFC did not consider the site suitable for people under the age of 18.

March 2020

9 March 2020

Website

mykeepsolid

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18.

Adjudication

The BBFC viewed the website on 6 and 9 March 2020.

We noted that the site advertised a VPN service to enable anonymised web surfing. Along with the promotion of various products including a private browser, it contained references to circumventing certain providers' geolocation restrictions, such as television and video content providers. The BBFC found no material that was in breach of the Classification Framework. Although the BBFC is aware that VPNs can be used to enable illegal activity, we did not consider the website to contain any overt references to illegal activity, nor did it actively include instructions on how to use a VPN to commit an offence, or promote the use of the service in order to avoid detection when committing an offence. As such, we found no material that the BBFC would classify 18 or refuse to classify.

23 March 2020

Website

extranet.servkent.co.uk

Issue

A member of the public contacted the BBFC to complain that the website had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC viewed the website on 18 and 23 March.

We noted that it was a sign-in page for the SERV Kent Extranet service. Based on the evidence of the sign-in page, we found no content that we would restrict to adults.

BBFC

31 March 2020